The Total Army Sponsorship Program



An Exportable Training
Package Prepared by the
Community Services
Relocation Assistance Program
Fort Bliss, Texas

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SPONSORSHIP TRAINING LESSON PLAN

TASK: To provide standardized sponsorship training to Fort Bliss unit sponsorship trainers, to minimize the difficulties of relocation for soldiers and their families.

CONDITIONS: To be taught in a classroom or field setting.

STANDARDS: Sponsorship trainers will be familiar with all six types of sponsorship, services available to soldiers at Fort Bliss and the procedures to be followed to produce effective sponsorship.

TYPE OF TRAINING: Lecture/conference

TRAINING AIDS: Overhead projector, Welcome Packages & handouts

REFERENCE: AR 608-8

TIME ALLOTTED: 120 MINUTES

TRAINING OUTLINE

- 1. Definition of Sponsorship
- 2. Types of Sponsorship
- 3. Definition of a sponsor
- 4. Characteristics of effective and non-effective sponsors
- 5. Sponsorship responsibilities of Unit Commanders and First Sergeants.
- 6. The sponsor's responsibilities before and upon the sponsored individuals arrival.
- 7. The sponsor's welcome letter and related material (contents of the Welcome Package).
- 8. Overview of services available to soldiers:
 - a. Relocation Services (RS)
 - b. Family Advocacy Program (FAP)
 - c. Army Emergency Relief (AER)
 - d. Volunteer Corps
- 9. Evaluating & rewarding sponsor performance.

SPONSORSHIP TRAINING

INTRODUCTION: (20 minutes)

Former Chief of Staff General John C. Wickham has stated that, "The Army Sponsorship Program offers us the opportunity to foster the partnership that exists between the Army and Army families. This one initiative, if done properly, can have a positive effect on the attitudes of our soldiers, civilian employees, and their family members. We can demonstrate our concern for their welfare as they begin a new assignment and when they depart.

Caring leadership is the key. Leaders and supervisors at all levels must be involved to assure that we follow through in sponsorship activities. The benefits will manifest themselves in a sense of belonging, a positive outlook, and improved teamwork within and among our units and organizations... the warmth and attentiveness of caring sponsors will pay big dividends in how families feel about the Army; and in developing friendships that last."

Discuss the practical applications of sponsorship.

Discussion points:

- * How is sponsorship carried out in this (your) unit?
- * What are some of the sponsorship problems you've encountered? How were they resolved?
- * How much sponsorship training is enough?

LECTURE: (95 minutes)

DEFINITION OF SPONSORSHIP (slides 2 & 3) - Sponsorship is a program designed to integrate soldiers and their families into the military unit and community. It does this by minimizing delays, problems and distractions during relocation and transition at the new assignment location. Additionally, it provides a means of sponsor support for families separated from the service member by virtue of duty or travel requirements.

TYPES OF SPONSORSHIP (Slide 4) - Full, Limited, Reactionary, New Manning system, Rear Detachment and Out Sponsorship. A service member may choose the degree of sponsorship desired. The following choices may be made:

FULL SPONSORSHIP (slide 5) - If full sponsorship is chosen, the service member desires contact from a sponsor as soon as possible. The sponsor request form, DA Form 5434, will indicate immediate contact is desired, and those items of specific concern to the newcomer will

be checked. The service member or civilian employee must also provide information necessary for contact between the sponsor and the person or family being sponsored.

LIMITED SPONSORSHIP (slide 6) - When limited sponsorship is chosen, the service member or civilian employee will be sponsored, but the process will not start until arrival at the new duty station. On arrival, the sponsor will meet the newcomer and provide assistance.

REACTIONARY SPONSORSHIP (slide 7) - The unprogrammed arrival of service members or civilian employees will result in the initiation of reactionary sponsorship. When the assignment of the service member or employee is determined, the gaining unit or activity will appoint a sponsor and sponsorship will begin. To expedite this service, the unit should maintain an "on call" pool of trained sponsors.

NEW MANNING SYSTEM (NMS) SPONSORSHIP [sponsorship of units] (slide 8) Installation commanders are required to:

- a. Identify and modify existing sponsorship policy and procedures to facilitate the group processing and movement of NMS families.
- b. Designate the primary point of contact for family orientations and sponsor training assistance. This source will become the primary point of contact for family orientation and sponsorship. Whenever possible sponsorship should be carried out within regimental/brigade boundaries.
 - c. Assigning staff responsibilities to support sponsorship efforts.

REAR DETACHMENT SPONSORSHIP (slides 9 & 10) - The rear detachment commander is responsible for accomplishing those tasks assigned by the deployed unit commander. Basic considerations in a rear detachment sponsorship program must include:

- a. Acting as a sounding board and action agent for family needs, problems, and ideas.
- b. Serving as a referral point for goods and services offered by unit and community support systems (on and off installation).
- c. Maintaining an effective communications link between families, the installation, command and off-installation community.
- d. Keeping the family informed about the activities of the deployed unit and of services offered by the local installation.

e. Maintaining the status of the family within the military and civilian community, providing it the same respect and consideration as if the service member were present.

The Rear Detachment's Commander will -

- a. Establish, operate, and monitor the liaison network between families and deployed service members.
- b. Provide direct support to families in matters relating to basic military community life e.g.; actions relating to quarters, finance, and personnel.
- c. Provide other services, as necessary, to form a well-rounded unit support program. These activities may include such items as sponsoring unit spouse action assistance, self help groups, newsletters, waiting spouse clubs, and social functions.

OUT SPONSORSHIP (slide 11) - When considering the entire series of relocation processing, the act of departing the losing installation often poses as great a need for assistance as arrival at the new location. Losing commanders will establish an outsponsorship program that will accomplish the following goals:

- a. Reduce relocation stress on the family.
- b. Assist the service member, civilian employee, and family members with tasks associated with leaving the installation.
 - c. Reduce distractions associated with the move.
- d. Provide outsponsors with command guidance pertaining to local policy involved in clearing the installation.

DEFINITION OF A SPONSOR (slide 12) - A sponsor is a person, identified by the unit or activity, tasked to assist incoming personnel and their families with regard to moving, inprocessing, getting settled, and learning about the unit and community.

<u>CHARACTERISTICS OF AN EFFECTIVE SPONSOR (slide 13)</u> If possible, volunteers (including family members) should be used. The effective sponsor should be:

a. In a grade equal to or higher than the incoming service member or civilian employee. It is important that the sponsor establish a good relationship with the sponsored soldier. Asking the sponsored soldier to rely on a junior soldier could be uncomfortable for both parties.

- b. A person who can represent the unit in a positive manner. Because we want to create the most positive experience possible for the sponsored soldier, we do not want their sponsor to be a person who is unkempt or has a negative attitude. Additionally, a person with these attributes would probably not do the sponsorship job that we would want done.
- c. Of similar MOS and background. It is not always possible to match personnel by these criteria, but whenever we can we should try. One of the primary benefits of doing this is that it makes the communication process easier.
- d. Of the same marital status. The married soldier has a better idea of what the married soldier's needs and concerns are. Moreover, if the sponsor has more military experience in PCS moves than the sponsored soldier, he may be able to help that soldier avoid mistakes.
- e. Knowledgeable about the unit the incoming soldier is assigned to and the surrounding military and civilian community. A sponsor also needs to know about command facilities (Transportation Office, Commissary, etc), and programs and resources designed to assist newcomers. Remember, the sponsor is there to make things easier for the incoming soldier.

CHARACTERISTICS OF AN INEFFECTIVE SPONSOR (slide 14) - The sponsor should not be:

- a. The person due to PCS soon. One can expect that this person would be too concerned with his/her own upcoming departure to give adequate assistance to a newly arrived soldier.
- b. The person the incoming soldier will replace. Army Regulations state that this can be done only in other than normal situations.
 - c. A person who is new to the duty station.
- d. The person who does not interact well with others. The objective of sponsorship is to facilitate the transition from one assignment to another. It is not advisable to take the chance that there could be conflict between the sponsor and sponsored soldier.

UNIT COMMANDERS/1ST SERGEANTS SHOULD (slide 15):

- a. Appoint a sponsor in writing.
- b. Brief the sponsor on his/her responsibilities.
- c. Ensure sponsor mails initial letter to the incoming soldier.

- d. Maintain a pool of sponsors.
- e. In general, support, enforce and monitor the program at unit level.
- Gaining commanders will:
 - a. Establish and train a sponsor element from unit or activity members.
- b. Ensure a welcome package is sent to all incoming service members or civilian employees and their families within 10 working days after the receipt of the Request for Sponsorship (DA Form 5434).
 - c. Appoint reactionary sponsors for soldiers in pay grades E1 through E4 on arrival.
- d. Provide sponsors the time and resources required to perform their sponsorship duties, within authorized limits.
- e. Arrange for transportation of sponsors to meet the incoming service member or civilian employees at the point of arrival, if such arrangements are needed. Sponsors electing to use personally owned transportation do so at their own expense.
- f. Provide new arrivals adequate time for in-processing based on local requirements. This should include minimizing family separation during the period the family is settling in at the new duty station.

SPONSOR'S RESPONSIBILITY Prior to arrival (slides 16.17) the sponsor will:

- a. Send a welcoming letter to the incoming service member or civilian employee within 10 days of appointment.
- b. Provide the information requested by the incoming service member or civilian employee and family, as indicated on the Request for Sponsorship Form DA 5434.
- c. Inform the chain of command of any change of status concerning the incoming service member or civilian employee.
- d. Answer follow-up correspondence from the incoming service member or civilian employee.
- e. Advise the incoming service member that she or he will be met at either the point of arrival or in the area indicated on the DA Form 5434.

SPONSORS RESPONSIBILITIES UPON ARRIVAL (slides 18-21):

- a. Meet the incoming soldier, civilian and family at the local arrival point, or as indicated on DA Form 5434.
- b. Escort the soldier or civilian to all locations he or she needs to go for completion of inprocessing.
 - c. Introduce the soldier to the immediate chain of command and supervisors.
 - d. Provide assistance and need-to-know information required by the incoming members.

CONTENTS OF THE SPONSOR'S WELCOME LETTER - (slides 22-24) Sponsors must:

- a. Include in the letter an address and telephone number where they may be reached.
- b. Provide the incoming soldier with the information requested on DA Form 5434.
- c. Answer follow-up correspondence from the incoming soldier.
- d. Offer to arrange for temporary lodging and local transportation during the transition period.

<u>SERVICES AVAILABLE TO SOLDIERS</u> - The sponsor should be familiar with the services that are available to the incoming soldier. A partial list of these follows:

a. COMMUNITY SERVICES (slide 25 & 26)

- 1) Relocation Services (RS)
- * Assist soldiers & families in finding adequate housing within their budget.
- * Provide information on the installation and local community.
- * Direct incoming soldiers & families towards any required support agencies.
- * Relocation library includes videos, books or Welcome Packets on most military

installations world wide.

- * Internet access for world-wide relocation information
- * The <u>Standard Installation Topic Exchange Service (SITES)</u> a computerized system that contains information on every military installation, CONUS & OCONUS.
- * The <u>Lending Closet</u> which loans kitchen items, car seats, irons, cots, etc; to relocating military families.
 - * Training of unit sponsorship trainers.
 - * Conducting the Post Newcomer's Orientation.
 - * Information and Referral services.

2) Family Advocacy Program (FAP)

This is a prevention and rehabilitation program designed to meet the needs of military families. The objectives are to prevent spouse and child abuse.

* Services include Respite care, Life Skills Classes, Parent Aide and Education & Family Support Group training

3) Army Emergency Relief (AER)

Available to provide financial assistance (loans or grants) to active duty soldiers, retirees, family members widow(ers) & orphans of deceased soldiers, provided they qualify.

- * Loans are interest free
- * **Typical cases assisted:** payments of initial rent, travel expense for emergency leave, funeral expenses, essential POV repairs, non receipt of pay and allotments.
- * **Typical cases not assisted:** consolidation of debt, civilian court fees, fines, lawyer's fees and purchases of non essential or luxury items.

4) Volunteers

The ACS Volunteer Corps provides major personnel support to a majority of ACS programs. Volunteer utilization is vital to ACS operations to enable the staff to meet all mission requirements. Orientations and training are provided for all volunteers. Child care is provided while volunteering for ACS (currently, 12 free hours per week).

OTHER AGENCIES & SERVICES (slide 27):

- a. Department of Health & Human Services: Provides Aid to Families with Dependent Children & administers the food stamp program
- b. Women, Infants & Children (WIC): A USDA special supplemental nutritional program.

- c. Armed Services YMCA: Lodging, conference center & child care center
- d. Junior Enlisted Family Center: Child care, activities and classes for military families
- e. Child Development Services: Child care and instruction for children 6 wks to 12 yrs

EVALUATING PERFORMANCE OF THE SPONSOR (slides 28-29)

The best way to evaluate a sponsor's performance is by providing the sponsored soldier with a critique form which he/she fills out after the sponsorship process has been completed. Conversely, the sponsor should also be given a critique form to fill out at the completion of the sponsorship process. The purpose of both forms is to get a relatively complete picture of the positive aspects as well as the difficulties encountered during the sponsorship interaction. The forms can also be used as a basis for rewarding the sponsor for his or her performance.

REWARDING EFFECTIVE SPONSORSHIP (slides 30 & 31)

A soldier who has performed his/her sponsorship duties effectively should be rewarded. Doing this will have two positive consequences. One, the soldier who is rewarded will again make an effort to do a good job the next time he/she is selected to be a sponsor. Two, other soldiers will be more inclined to volunteer to be sponsors when they see that good performance as a sponsor is rewarded. Rewards that commanders may give for good performance include savings bonds and time off from duty.

CONCLUSION (slide 32) (5 min)

The unit, the soldier and the soldier's family are essential ingredients in the forging of this country's shield against aggression. The effective and efficient unit must have, at its core, well-trained motivated soldiers. A powerful motivator is the soldiers' knowledge that the unit cares about him and his family. Soldiers, civilian employees, family members, sponsors, supervisors, and commanders must understand that sponsorship is a people-oriented program with reciprocal responsibilities for all participants. As such, commanders and supervisors will continually examine and evaluate their programs ensuring information and services are tailored to local needs of arriving and departing soldiers. "Caring leadership is the key. Leaders and supervisors at all levels must be involved to assure that we follow through in sponsorship activities. The benefits will manifest themselves in a sense of belonging, a positive outlook, and improved teamwork within and among our units and organizations...the warmth and attentiveness of caring sponsors will pay big dividends in how families feel about the Army; and in developing friendships that last".

SPONSOR:	
SECTION:	
INCOMING INDIVIDU	AL:

SPONSOR CHECKLIST

so

 you sh	Send an Community Services Welcome Packet. Sponsorship is an authorized function, ould use the official business envelope provided by CS.
	Prepare a personal letter of welcome within 10 working days of your assignment as sponsor.
	Inform the chain of command of any changes in the status of incoming personnel.
	Meet the new arrivals as planned and help settle them into the accommodations you have secured for them.
	Arrange for the arrival's first meal(s).
	Escort the new arrival to the inprocessing center.
	Escort the new arrival to the locations listed on the inprocessing checklist.
——Closet	Take the soldier and/or family to Community Service for information on the Loan and other CS services.
	Orient the soldier to the unit and the mission.
	Acquaint the soldier and family with the local school system and child care, if necessary.
	Assist in locating permanent housing.
	Assist in registration of POV, inspection of POV, and obtaining a Texas driver's license, if necessary.
	Familiarize the soldier and family with the location of the PX, Commissary, Credit Union, thrift shop, hospital, clubs and dining facilities. If possible, provide familiarization with the El Paso area.

DEPARTMENT OF THE ARMY (Unit Letterhead)

Unit Symbol Date

MEMORANDUM FOR

SUBJECT: Memorandum of Welcome

- 1. I would like to take this opportunity to welcome you on your tentative assignment to (UNIT). You will find that during your assignment here within (UNIT), you will undergo some demanding yet rewarding experiences.
- 2. (USE THE SECOND PARAGRAPH TO DEFINE THE MISSION OF THE UNIT AND INDICATE THE RANGE OF RESPONSIBILITIES IN TERMS OF THE MOS OF THE SOLDIERS ASSIGNED TO IT).
- 3. Fort Bliss presents, due both to geographic location and with regards to military facilities, the possibility of new and unique experiences in terms of recreation, social development and an expanded knowledge of Southwestern culture. Economical housing within El Paso is abundant and easy to find, depending on your needs and the price you're willing to pay.
- 4. I tentatively have you assigned to the (SECTION OR AREA) and have designated (NAME) as your sponsor. He/she will be contacting you shortly requesting that you provide an arrival date and items concerning the needs, or special needs of your family, if applicable. Basically his/her aim is to assist in making your move as pleasant and trouble-free as possible.
- 5. For any questions you may have, please feel free to contact the unit First Sergeant at work, (WORK TELEPHONE NUMBER) or at home (HOME TELEPHONE NUMBER).

(NAME) (RANK, BRANCH) (UNIT COMMANDER)

S-A-M-P-L-E

SPONSOR'S WELCOME LETTER

(Enter office symbol)

Dear XXXXXXXXXXXXXXXX

I would like to take this opportunity to introduce myself as your sponsor and welcome you (and your family, if applicable) to (assigned unit). As your sponsor, I will assist you in making your move to Fort Bliss as trouble free as possible. To help you I am enclosing a welcome packet for you (and your family).

If you have questions that haven't been answered by the welcome packet, let me know and I will furnish you with the necessary information.

Fort Bliss is located in the city of El Paso, in the western-most part of Texas. (Continue to describe unit location, mission, etc. Also describe job duties and field duty, if applicable).

As your sponsor it is important that you be able to communicate with me if the need arises. It is also important that I know of changes to your status and assignment if they occur. You can call or write me at the following address/phone number: (unit address and number). If you wish to call me at home, my telephone number is and the best time to call me as (Inclusion of home telephone number is optional).
In order to be most helpful, it is important that I know when and how you will arrive at Fort Bliss. If you are arriving by air, I can meet you at the airport, if you so desire. If you are arriving by motor vehicle, I can meet you at or elsewhere, if you prefer. Upon your arrival I can have temporary lodging available for you (and your family) at at a rate of dollars per day. If this is not acceptable, or if you have
other plans regarding temporary lodging, please let me know. (If soldier is single and will immediately be assigned to the barracks, note that here). You should be aware that there (is/is not) a waiting list for post housing for soldiers of your grade level and family size with a projected waiting time of (If the soldier is single skip the previous sentence).

I am enclosing a response form for you to complete so that I can better assist you (and

your family). Again, welcome to Fort Bliss. I look forward to meeting you in person.

Sincerely, (Sponsor)

SAMPLE RESPONSE LETTER FROM SPONSORED MEMBER WHO IS MARRIED, OR WHO IS A SINGLE PARENT ACCOMPANIED BY CHILDREN

	DATE_			
Rank/Name of Sp	oonsor			
Jnit Address				
City, State, Zip Co	ode			
Dear	:			
Thank you concerning my far		sure we are on	the same track, the following is p	rovide
	me			
b. Child/Childre	en's			
1.		CDV.	SCHOOL GRADE	_
	NAMEAGE	SEX	SCHOOL GRADE	
2.			SCHOOL GRADE	
	NAMEAGE	SEX	SCHOOL GRADE	
3.			SCHOOL GRADE	
	NAMEAGE	SEX	SCHOOL GRADE	
4.			SCHOOL GRADE	
	NAMEAGE	SEX	SCHOOL GRADE	
c. I have an exc	ceptional family memb	er: Yes	No	
1 51				
	ge temporary lodging f is notacceptable.		e. The lodging that you suggested	ın you
	_			
e. I will require	a bedroom home	or apartment.	Note below any additional questi	ons or

comments you may have with regard to housing).	
f. I plan to take leave prior to my arrival at Ft. Bliss: Yes No	
My leave address will be	
g. My leave will be from to Day/Month/Year Day/Month/Year	
h. My phone number is or Unit Home	
i. I will arrive at Fort Bliss by: Motor Vehicle Air	
Upon my arrival I will meet you at	
j. I expect to arrive at Fort Bliss on at Date Time	
Below I have listed some additional requests and specific questions for which I was appreciate some information.	ould
(SIGNED)	
Incoming Member	

SAMPLE RESPONSE LETTER FROM SINGLE SPONSORED MEMBER

DATE		
Rank/Name of Sponsor		
Unit Address		
City, State, Zip Code		
Dear:		
Thank you for your letter. To ensinformation is provided.	sure we are on the s	ame track, the following
a. I expect to arrive at Ft. Bliss of Date	ona e Time	t
b. I will arrive at Fort Bliss by: Upon my arrival I will meet y		
c. I plan to take leave prior to m Yes No	ıy arrival at Fort Bli	ss.
d. My leave address will be		
e. My leave will be from		to Day/Month/Year
f. My phone number is		
	Unit	Home
Below I have listed some additional appreciate some information.	ional requests and s	pecific questions for which I would
	Incoming	Manshau
	Incoming	Member

Individual's Name	
Sponsor's Name	

SPONSOR CRITIQUE

1	Yes	_ No manne	Did the incoming individual respond to your initial contact in a timely r?
2	Yes	_ No sponso	Were you provided time from normal duties to fulfill your duties as a or?
3	Yes		Did the incoming individual(s) give you their date of arrival at Ft. Bliss arrival?
4			Did any problems arise in obtaining temporary quarters for the vidual(s)?
5	Yes		Do you feel that you were adequately briefed at your unit regarding fulfill your sponsorship duties?
6	fulfilli		Did you encounter any unexpected problems during the course of duties as a sponsor? (If so, please explain fully in the on).

REMARKS:

Please fill out this critique upon completing your sponsorship duties and return it to your Unit Commander/1st Sergeant. Your input will assist in making the unit sponsorship program more effective.

Individual's Name	
Sponsor's Name	

INDIVIDUAL AND FAMILY CRITIQUE

1	_ Yes No	Did you receive a welcome packet?
2	_ Yes No	Did your sponsor write to you?
3	Yes No	Did your sponsor answer your questions?
4	Yes No	Did your sponsor make temporary housing arrangements if requested?
5	Yes No arrival?	Did your sponsor meet you or make other arrangements upon your
6	Yes No	Did your sponsor escort you during inprocessing?
7		Did your sponsor sufficiently acquaint you and your family with the nd locale?
8		Did your sponsor satisfy your family needs by supplying the need-to-information you requested?
9		Are the procedures for inprocessing adequate? If not please explain in marks section.
10		Were you provided sufficient time to inprocess and "settle in"? If not explain in the remarks section.
11		Overall, were you satisfied with the help provided by your sponsor? If ease explain in the remarks section.

REMARKS:

Please fill out this critique upon completion of the relocation process and return it to your Unit Commander/1st Sergeant. Your input will assist in making the unit sponsorship program more effective.